



Springfield Police  
Department

2022

YEAR-END REPORT



# COMPLAINTS & COMMENDATIONS

**Report Prepared By:**

*Springfield Police Department  
Office of Professional Standards*

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DATE: 02/06/2023





Springfield Police Department  
– Office of Professional Standards –

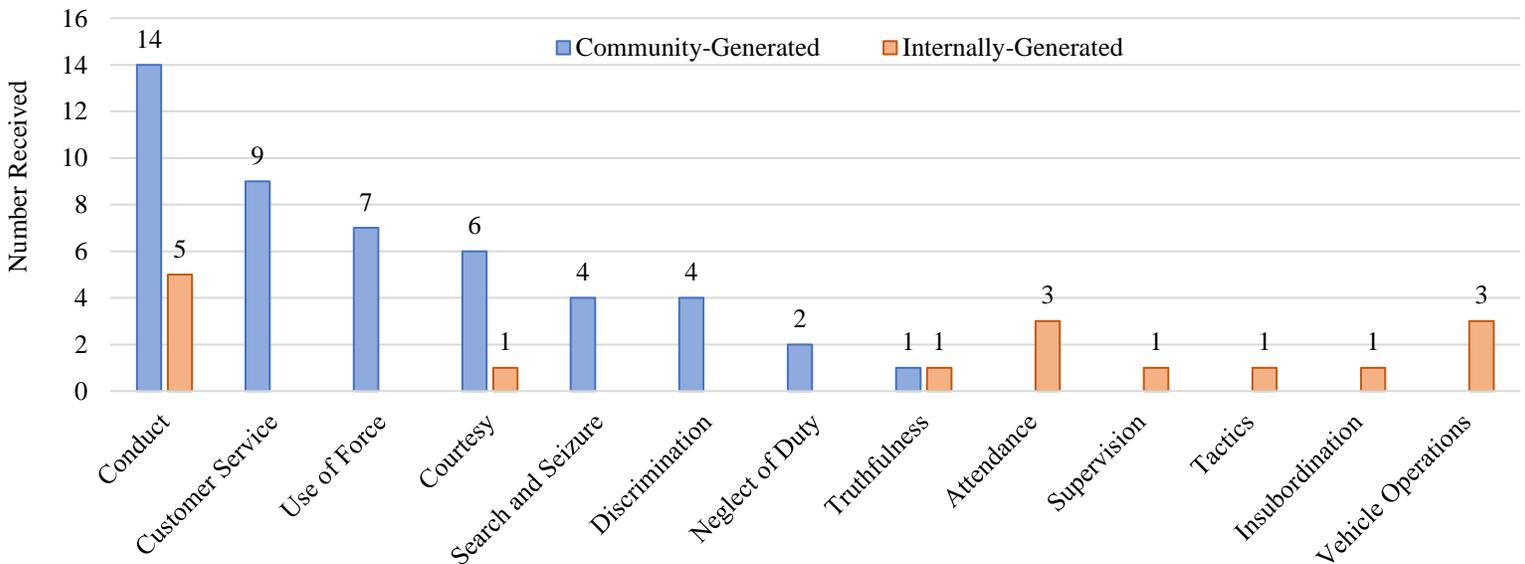
Trust and Legitimacy are at the core of effective policing. The responsibilities the members of the Springfield Police Department (SPD) shoulder are great and public expectations of them are rightfully high. When a member is accused of misconduct, a fairly-conducted, fact-finding investigation to uncover the truth occurs and a finding is rendered. This report provides a summary of the complaints, findings, and community-generated commendations for 2022.

### 1. Complaints

The Springfield Police Department received 39 community-generated complaints involving 25 staff members and 47 allegations of misconduct. SPD also investigated 16 internally-generated complaints involving 10 staff members and 16 allegations of misconduct. A complaint may involve more than one employee and more than one allegation. Of the 47 community-generated allegations of misconduct, nine are currently open, and the remaining 38 have been given a disposition in accordance with definitions outlined in GO 52-1-1. All 16 internally-generated allegations have been investigated and given a disposition in accordance with the same policy:

- Sustained** – There is sufficient evidence to indicate the misconduct did, in fact, occur.
- Not Sustained** – There is insufficient evidence to prove or disprove the allegation.
- Unfounded** – The investigation revealed the allegation was false and not based upon fact. No misconduct occurred.
- Exonerated** – The investigation revealed the incident did occur, but the named member acted lawfully and properly.
- Other Misconduct** – Sustained misconduct not alleged in original report but discovered during the investigation.

**Figure 1. Allegation Types**

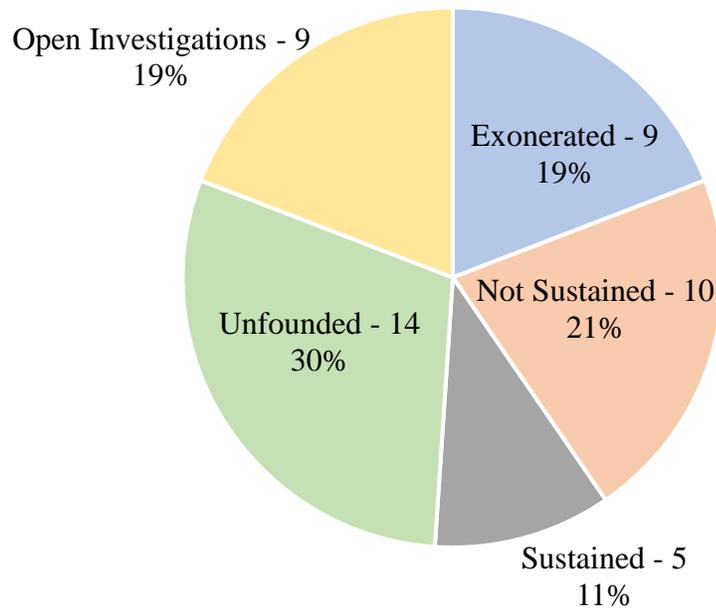


<b>Allegation</b>	<b>Disposition</b>	<b>Community-Generated Occurrences</b>	<b>Internally- Generated Occurrences</b>	<b>Total</b>
Conduct	Sustained	1	5	19
	Not Sustained	2	0	
	Exonerated	3	0	
	Unfounded	3	0	
	Open Investigation	5	0	
Customer Service	Sustained	2	0	9
	Not Sustained	2	0	
	Exonerated	1	0	
	Unfounded	4	0	
Use of Force	Not Sustained	1	0	7
	Exonerated	1	0	
	Unfounded	3	0	
	Open Investigation	2	0	
Courtesy	Sustained	0	1	7
	Not Sustained	1	0	
	Exonerated	2	0	
	Unfounded	2	0	
	Open Investigation	1	0	
Discrimination	Not Sustained	2	0	4
	Exonerated	1	0	
	Unfounded	1	0	
Search and Seizure	Sustained	2	0	4
	Not Sustained	2	0	
Neglect of Duty	Unfounded	1	0	2
	Open Investigation	1	0	
Truthfulness	Sustained	0	1	2
	Exonerated	1	0	
Supervision	Sustained	0	1	1
Tactics	Sustained	0	1	1
Insubordination	Sustained	0	1	1
Vehicle Operations	Sustained	0	3	3
Attendance	Sustained	0	3	3
<b>Total</b>	-	<b>47</b>	<b>16</b>	<b>63</b>

**Table 1. Disposition Breakdown for Allegation Types**

Sixteen internally-generated allegations from 2022 were sustained, and five community-generated allegations from 2022 were sustained. Of 63 total allegations, 21 were sustained (33%).

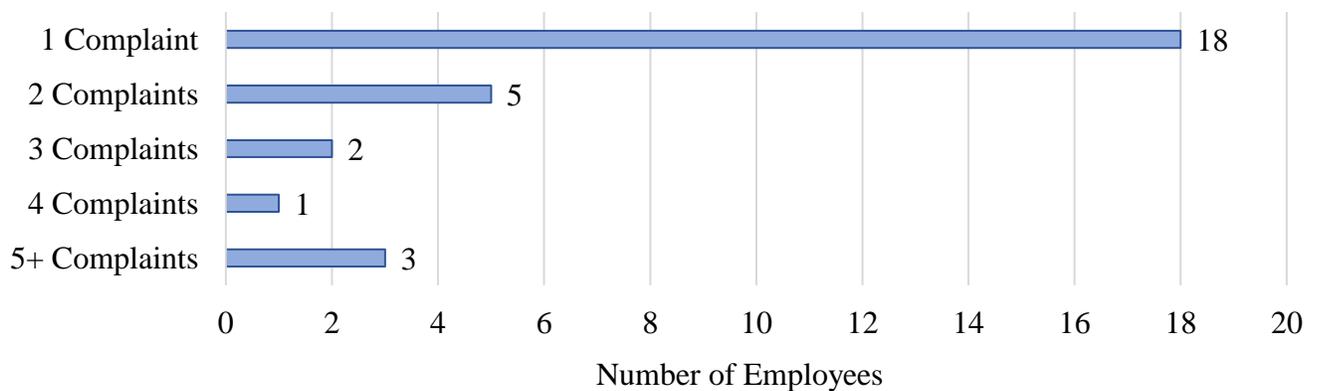
**Figure 2. Community-Generated Allegation Dispositions**



### Involved Staff

Of 25 staff members who received community-generated complaints in 2022, nine received more than one complaint. These nine staff members (who make up approximately 8.5% of the department's 2022 staff of 106), received a total of 27 community complaints, representing 69% of all community complaints. Two staff members received eight total internal complaints, which is 50% of all internal complaints. Eleven staff members received more than one complaint in 2022. These eleven staff members received 41 complaints total (internally and community-generated), which is 75% of all complaints.

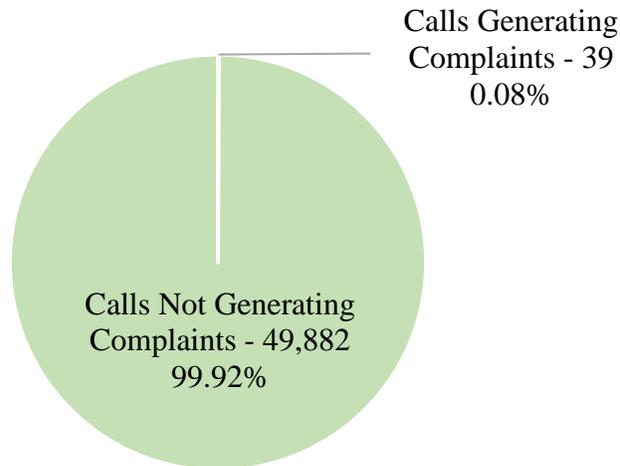
**Figure 3. Community and Internally-Generated Complaints per Employee**



## Complaints and Calls for Service

The Springfield Police Department received 49,921 calls for service in 2022 and SPD personnel were dispatched to 29,431 calls. Thirty-nine of the 49,921 total calls resulted in a complaint (0.08%).

**Figure 4. Percentage of All Calls for Service that Generated Complaints**



	Number of Calls	Percentage of Calls
<b>Calls That Generated a Complaint</b>	39	0.08%
<b>Calls That Did Not Generate a Complaint</b>	49,882	99.92%
<b>Total</b>	49,921	100%

**Table 2. Percentage of All Calls for Service that Generated Complaints**

## 2. Commendations

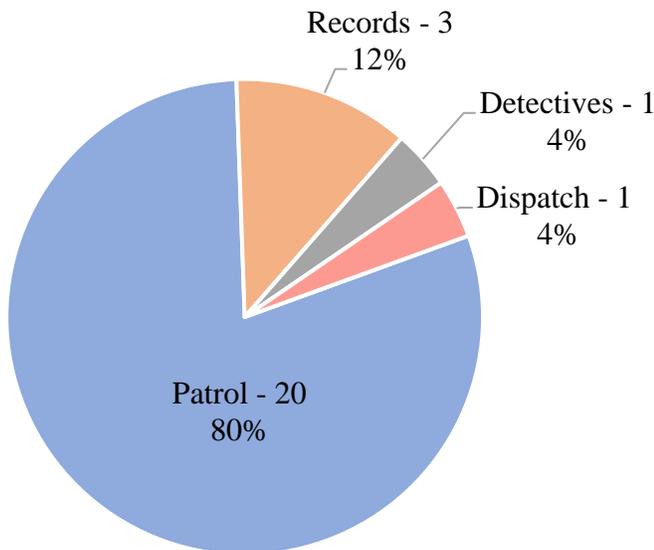
Commendations are community-driven, positive recognitions of Springfield Police Department member actions. SPD received 53 commendations in 2022 involving 46 staff members. Seventeen staff members received more than one commendation in 2022, and one employee received 10 total commendations.

## 3. Comparison

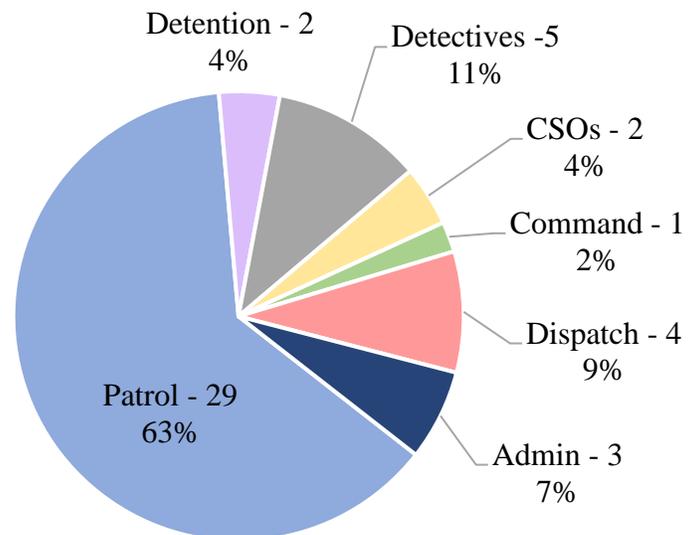
The Springfield Police Department received 55 complaints (39 community-generated, and 16 internally-generated) and 53 commendations in 2022.

**Figure 5. Complaints and Commendations Comparison**

**Complaints by Work Group**



**Commendations by Work Group**



## 4. Moving Forward

The Office of Professional Standards has implemented an improved system for formally notifying reporting parties of the status of their complaints. An initial receipt letter is sent to the complainant after the complaint has been received and entered in the database. If the Chief of Police deems more than 30 days necessary to complete the investigation, a deadline extension letter is sent to the complainant updating them on the anticipated timeline. Once the investigation has been completed and a finding rendered, a final letter is sent to the complainant.